Program Services

OVERPAYMENT CALCULATION – IDENTIFYING AN APPROPRIATE REFERRAL

Revised: 04/22/05

Effective: 04/01/05

INTRODUCTION: An overpayment calculation referral must contain the necessary evidence required to calculate and process the overpayment. If the information is not sufficient to refer an overpayment for calculation, please submit an investigation referral. See the procedure titled, Investigation Referral - Submitting. A quality overpayment calculation referral must contain the following information.

1. **Identify the discrepancy in the customer's case.**

2. **Identify the programs involved and apply policy requirements to the alleged overpayment.**

   - The evidence must specify which programs are affected and how.

     Example: *Does the evidence prove that the unreported male should have been included in only the financial case or should he also have been included in the food stamp case?*

   - Was the discrepancy a reportable change? (see form 476)

   - Was the discrepancy reported timely?

   - Did you allow advance notice? (if applicable based on the program(s) involved and circumstances of the overpayment)

3. **Determine if the necessary evidence required to calculate and process the overpayment exists in the customer's case file.**

   - The evidence must be hard copy (imaged) document(s).

   - The evidence must cover the entire period (start date through end date) of the alleged overpayment.

   - The evidence must describe the specific actions taken by either the Department or the customer causing the alleged overpayment.

4. **Submit an investigation referral if you do not have the necessary evidence in the case file and it is not necessary information to determine ongoing eligibility.**

   - The Investigator will make the overpayment calculation referral if they are able to gather the necessary evidence.

   - If it is determined that the eligibility specialist made an inappropriate referral it will be cancelled and returned.

5. **Submit the overpayment calculation referral into the Recipient Claims database.**

   - See the procedure for Overpayment Calculation Referral – Submitting.

6. **Narrate all actions on CAAL and/or UWORKS.**

   - Narrative headline must be * Overpayment Referral *

   - In UWORKS notes, select Supportive Services as the Category.

   - Narrative must include the following:
     - Discovery Date.
     - Why the overpayment referral was made.
     - Payment Specialist assigned.
     - Overpayment Calculation Tracking Number.

7. Set $$ person and program PRAP Alert.